



Managed Risk Medical Insurance Board

1000 G Street, Suite 450

Sacramento, CA 95814

(916) 324-4695 FAX: (916) 327-6245

www.mrmib.ca.gov

JOB OPPORTUNITY BULLETIN

*Join an exciting, fast-paced, and highly visible office!
Close to Bus Routes, Light Rail, & Parking Garages*

Staff Services Manager I

Monthly Salary: \$5,079 - \$6,127

One Permanent/Full-Time Position

Location: Downtown Sacramento

Position Number: 443-300-4800-007

Refer to Job ID# J09-003

Final Filing Date: August 18, 2009

General Statement of Duties:

This is a first level working supervisor position which supervises staff performing journey level work and personally performs the most difficult or sensitive work. The person serves as subject-matter expert and supervises a variety of staff services functions of professional or technical analysts, with responsibility for a major subsection of program policy and appeal adjudication. The person is responsible for the effective resolution of a broad range of governmental, fiscal, supervisory, and managerial issues. In addition, the person will conduct and review analytical studies and surveys; formulate procedures; policies; program alternatives; make recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation and advise management on its impact or potential impact; and represent the State or a given department.

Responsible for the planning and oversight of the daily operation in the Eligibility & Enrollment Unit, which is responsible for providing customer service. Supervise staff in the handling of subscriber inquiries, complaints, and appeals including assuring accurate interpretation by staff of Federal and State statutes, regulations, and policy guidelines as they relate to the eligibility requirements of the Access for Infants and Mothers (AIM), Healthy Families Program (HFP), Major Risk Medical Insurance Program (MRMIP), and Medi-Cal for Children and Pregnant Women Programs.

Develop methods of identifying trends of inappropriate actions and/or processes by the administrative vendor based on incoming appeals. Oversee staff that conduct audits of the administrative vendor and approve reports for management of the outcome of the audits. Oversee the development and approve business rules documents and policy letters.

Liaison to community based organization and legislative staff regarding inappropriate actions and/or processes if the administrative vendors. Identify areas that need clarification and recommend modifications to program regulations. Participate in the development of regulations and State Plan Amendments.

Assign staff as necessary to attend outreach events, make presentations at various meeting and events about program policies and practices. Liaison to media (newspaper and TV), attend and/or assign staff as appropriate for interviews and outreach events.

Coordination and management of programmatic activities between MRMIB and Department of Health Care Services related to the Single Point of Entry (SPE), HFP and applicable interfaces with the Medi-Cal Eligibility Database System (MEDS). This includes facilitating inter-departmental bi-weekly meetings to monitor progress on SPE/HFP/MEDS projects that are developed by MRMIB's administrative vendor. Identify policies and implement streamlining enrollment efforts between the HFP and Medi-Cal Programs. This requires technical knowledge of SPE, HFP, and Medi-Cal Programs.

Review, approve and monitor the production of multilingual eligibility and enrollment notifications (handbook, letters, forms, etc.) for the AIM, HFP, and MRMIP programs. Coordinate HFP and MRMIP annual Open Enrollment.

Interview, hire, and train new staff. Complete probationary reports, Individual Development Assessments, identify staff needs for training, develop training plans.

In conjunction with the SSM II in the Eligibility, Enrollment, and Marketing Division, set goals and objectives for program outreach and marketing efforts relating to the HFP.

Attend Board meetings, make or arrange for staff to make presentations to the Board on eligibility and enrollment issues relating to the AIM, HFP, and MRMIP.

PHYSICAL DEMANDS

- Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

TYPICAL WORKING CONDITIONS

- Requires prolonged sitting, use of telephone and personal computers, calculators and represent the Program at various meetings in and out of the office.
- Requires frequent contact with the MRMIB's administrative vendors, employees from the Department of Health Services and other State and Federal Agencies.
- Requires the ability to travel periodically within the State and out of the State as necessary.
- Requires normal hours of work to cover business hours of 8 a.m. to 5 p.m. with occasional Saturday work. The position may require extended hours as necessary to assure completion of projects within area of responsibility.

SPECIAL REQUIREMENTS

- Requires a Form 700 to be filed under the Board's Conflict of Interest code.

DESIRABLE QUALIFICATIONS *(These are skills or abilities specific to this position.)*

- Bilingual skills in Spanish or Asian languages.

OTHER EXPECTATIONS

- Demonstrates leadership ability and continuously models the behaviors, traits, values, and characteristics of a successful leader.
- Demonstrates a commitment to exceptional performance of duties in a service-oriented manner.
- Demonstrates decision-making ability based on objective data, research, analysis and input from team members and stakeholders.
- Ability to reason logically, identify and resolves complex problems, develop and evaluate alternatives in a fast paced environment.
- Ability to set priorities for staff, multi-task and meet deadlines.
- Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Knows the principles of public administration, organization, and management; analytical techniques; technical report writing.
- Ability to establish and maintain effective working relationships with others and to communicate effectively orally and in writing.
- Knows the principles of personnel management, supervision, and training of technical personnel.
- Ability to perform duties in a culturally and politically sensitive manner with the public and legislative staff.
- Demonstrates the ability to function as part of a team understanding that success is achieved through the maximization of the skill set of their team, continuously inspire, motivate and coach diverse work team to achieve program goals.

Who May Apply:

Individuals at the Staff Services Manager I level or who have list or reinstatement eligibility to the classification may apply. Only the most qualified candidates will be interviewed. Hire may be restricted to SROA or surplus state employees. Interested parties should submit a Std. 678, State Application (available at www.spb.ca.gov). In Section 12 of the application enter **Job ID# J09-003 and Position # 443-300-4800-007 and the basis for appointment eligibility.** Send to:

**Managed Risk Medical Insurance Board
1000 G Street, Suite 450
Sacramento, CA 95814
Attn: Molly Sira – Personnel**

Applications must be RECEIVED in the Personnel Office by 5:00 p.m. on the Final Filing Date: August 18, 2009.

If you have questions regarding this information, please contact Molly Sira at (916) 323-4138.

Equal Employment Opportunity Employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.